

SPD/Duals Transition breakout group discussion questions

- 1.) One challenge encountered with the SPD transition was that FFS providers were reluctant to participate in Managed Care. How can DHCS gain better FFS provider participation in Managed Care so that the same issue is not encountered with the Duals transition? What would be a productive method to inform and educate FFS providers about the transition to Managed Care?
- 2.) What communication vehicles should the department use going forward to inform SPDs of their choices regarding enrollment into Medi-Cal managed care? How can DHCS improve communications and outreach efforts to beneficiaries to notify them of large scale rollout of transitional activities? What were lessons learned from the SPD transition outreach efforts?